

REMARKS

The Official Action dated October 2, 2006, has been carefully reviewed and the foregoing amendment has been made in response thereto. Claims 1, 3-24, and 26-41 are active in the present application, claims 2 and 25 having been previously cancelled. Claim 23 stands rejected under 35 U.S.C. §112 as being indefinite due to the use of the term “inadequate.” Claims 1, 3-24 and 26-41 stand rejected under 35 U.S.C. §103(a) as being unpatentable over U.S. Patent No. 6,574,603 issued to Dickson et al.

Rejection of claim 23 under 35 U.S.C. §112

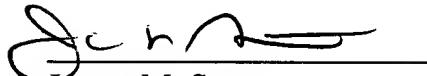
Claim 23 has been amended to change the phrase “assess whether the customer is receiving adequate service” to “assess the quality-of-service received by the customer during the visit” and to change the phrase “if the customer is not receiving adequate service, assist in delivering an offer to compensate the customer for the inadequate service.” To “if the quality-of-service received by the customer during the visit is below a quality-of-service threshold, assist in delivering an offer to compensate the customer for the inadequate service.”

It is believed that the rejection of claim 23 under 35 U.S.C. §112 is overcome by this amendment to claim 23.

Rejection of claims 1, 3-24 and 26-41 under 35 U.S.C. §103(a)

Applicant has filed an Appeal Brief concurrently with this amendment to appeal the rejection of claims 1, 3-24 and 26-41 under 35 U.S.C. §103(a) as being unpatentable over Dickson et al.

Respectfully submitted,



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